**FIRST RESPONDER SOLUTIONS**

# COMMANDPOINT COMPUTER-AIDED DISPATCH

## COMMANDPOINT CAD

The CommandPoint® CAD system provides all relevant information in a feature rich user interface which efficiently and reliably supports the dispatch operations of public safety agencies. The system supports control room staff in making informed decisions and meeting high performance demands for law enforcement, fire, and emergency medical services (EMS) users. From U.S. Navy bases, to the busy streets of our nation's largest cities, CommandPoint CAD has a full range of features scalable to meet agency needs regardless of size.

### Multiulti-Service Support for Law Enforcement, Fire, and EMS

CommandPoint can support combined calls for different services. Within each agency, law enforcement, fire, and EMS incidents share common updates and information, but retain their own separate incident records and incident/case numbering schemes.

### Multi-Agency Support

Multiple agencies are supported in a single system — keeping data linked yet separate through unique security tailored to the needs of each agency.

### Rapid Incident Response

Configurable auto incident creation and auto dispatch capabilities enable prompt response to citizen needs.

### Alert Information

CommandPoint users receive alerts that include predefined information based on a caller's name and phone number. They also receive predefined location alerts based on an exact address, highway mile marker, cross streets, common place names, and hundred block hits. Additionally, alerts can include information about hazardous materials, gang hangouts, and more.

### CAD to CAD/Interoperability

CommandPoint's regional situational awareness display gives dispatchers full visibility into surrounding agencies, even if those agencies are utilizing a different vendor's CAD system. CommandPoint is capable of full CAD to CAD integration allowing seamless transfer of 9-1-1 dispatch data along with transferred callers. Cross-jurisdictional resource sharing enables electronic coordination during large incidents or routine requests for assistance.

### Call Taking/NG911

In addition to CAD to CAD, our NG911 capabilities include operational support for:

- Text to 9-1-1
- RapidSOS
- Additional NG9-1-1 capabilities as standards are approved

### Activity Pattern Monitor (APM)

CommandPoint CAD provides a monitoring capability that identifies unusually excessive activity. APM modules monitor the counts of incidents and resource activities within configurable geographical areas. Users can set thresholds for incident and unit activity and APM will send alerts once the threshold is reached.

### Situation Plans

CommandPoint CAD provides the ability to create predefined plans to guide call takers, dispatchers, and supervisors through step-by-step instructions of critical procedures allowing users to interact with each other.

The system also allows for the launching of other applications, such as Microsoft Word or Excel, to provide further information to these key individuals. Additionally, situation plans can modify the type of the incident based on answers to questions within the steps.

## Highly Customizable

CommandPoint CAD allows configuration of icons, sounds, function keys, label text, label font, label color, field color, and windows positioning of forms by site, workstation, or user. Agencies can configure status monitors for, the fields they display; column size, how data is sorted; and the filter criteria used to display the information (i.e., dispatch group, status, priority, etc.). Agencies can also control access to each status monitor by workstation.

CommandPoint CAD includes more than 200 specific configurations that allow users to turn features, workflows, and processing rules on or off or to customize features by agency

## WEBPOINT™

WebPoint is a web-based portal that supports a subset of the desktop CAD client capabilities. Agencies can easily enable access to CAD data without the need to install software on the local workstation.

WebPoint allows users to view event details, monitor event and unit status, perform queries, and execute command line operations.

## PRIMARY FEATURES AND FUNCTIONS

**Desktop Operations:**

- Site/group/user configuration options
- Color definitions
- Font definition
- Function keys
- Tool tips
- Windows positioning and docking
- Status monitors sorting and filtering
- Command line operation
- Mouse optional
- Windows Operating System (OS) environment

**Basic Application Functions:**

- Messaging capability
- Sorting capability
- Incident entry functions
- Third-party emergency medical dispatch (EMD) triage integration
- Auto incident entry, auto incident upgrade
- Incident tagging, urgent remarks

**Basic Dispatch Functions:**

- Unit type(s), capability, and skill-based resource recommendation
- Assigned beat/post-based resource recommendation
- GPS/drive-time-based resource recommendation
- Rotational services (towing, evidence technicians, etc.)
- Self-initiated activities (traffic/subject stops, training, etc.)
- Move-up/mass move-up capability
- Auto dispatch capability

**Incident Management:**

- Cataloged alarms
- Multiple service response
- Location history/information
- Nearby/possible duplicate incidents
- Hydrant/permits

**Shift/Resources Control Functions:**

- Roster functions
- Scheduling functions

**Mapping:**

- Incident creation from map
- Automatic vehicle location (AVL)
- Automatic vehicle routing and recommendation (AVRR
- Definable data layers
- CAD map interaction (zoom/pan)

**Real-Time Dashboards:**

- System administration monitoring dashboard
- Operations dashboard

## CONTACT US

For more information, contact:
FirstResponderSolutions@peraton.com

Scan the QR code to learn more at
**peraton.com/markets/citizen-security/public-safety/**

Peraton